

**Despite what politicians, the press, and the public may believe, Federal employees are remarkably competent and dedicated.....
with only a few exceptions.**

Join the Seattle Federal Executive Board and Government Personnel Services for a two-day seminar designed for Federal supervisors, managers, and union officials:

"Dealing With Performance and Conduct Issues"

When: September 15-16, 2004 - 8:00 a.m. to 4:00 p.m.
Where: Federal Office Building, 909 First Ave.,
Room 90, Seattle, Washington
Cost: \$250 per person

Upon leaving this seminar you will...

<i>Know where to begin</i>	<i>Understand performance-based actions ("Unacceptable" ratings) and performance improvement plans (PIPs) -- when they are appropriate and how cases are proven.</i>
<i>Have a sensible framework for deciding when corrective action is and isn't appropriate.</i>	<i>Recognize the intent, efficiency and likely outcomes relating to terminating an employee during the probationary period.</i>
<i>Understand the pluses and minuses of using the government's disciplinary procedures.</i>	<i>Know how the Employee Assistance Program works from the inside, and how best to refer symptomatic employees.</i>
<i>Know how discipline and performance cases can be proven to judges and arbitrators.</i>	<i>Be able to develop a "Plan of Action" that focuses on both the past and future behavior of an employee.</i>
<i>Be aware of how "union agreements" and labor law can affect management actions.</i>	<i>Be familiar with alternative dispute resolution options and specifically how low-cost mediation services might preclude adversarial and litigious situations.</i>
<i>Know how EEO cases are proven in court or before Federal administrative judges.</i>	

Your Instructor:

Robbie Kunreuther is a Seattle resident and former Labor and Employee Relations Specialist with the Department of the Navy. He also worked for the Social Security Administration. Robbie has the practical experience of having dealt with performance and conduct issues in a large (8,000-9,000 GS and WG employee) activity. He also has the perspective of an author and certified mediator.

Robbie has been the Director of Government Personnel Services since 1990 and was Associate Director of the Federal Personnel Management Institute (FPMI) prior to that. He has presented seminars to thousands of Federal supervisors, managers, and union officials. Robbie has had to fire Federal employees and prove cases before the Merit Systems Protection Board, Equal Employment Opportunity Commission, and labor arbitrators. His classes are informative, insightful, funny, and pragmatic.

Evaluation comments from sessions held earlier this year:

"Excellent material, you can actually use the information on the job. Clear, concise great examples. Simple breakdown makes the concepts easy to use."

"This has been one of the most fascinating and informative classes I have ever attended. Frankly, I could have used this course 10 years ago. Robbie -- you are a captivating and motivating speaker whose knowledge of the subject matter is broad and deep."

"I wasn't bored and for a moment. I appreciated your enthusiasm, your teaching style, and the depth to which we penetrated the subjects. Also your flexibility in allowing the questions to steer your direction. You responded to each question without over-indulging."

*Seating is limited. Reserve your space now. No refunds after September 1. Substitutions will be accepted after the deadline. Agencies/Attendees will be billed for "no-shows."

Four easy ways to enroll:

- **Telephone:** Please have complete information ready (refer to bottom of form). Call (206) 220-6171.
- **Fax:** Fax your completed registration form to (206) 220-6132.
- **Email:** Email your completed registration form to seattlefeb@gsa.gov.
- **Mail:** Return registration form to: The Seattle Federal Executive Board,
915 Second Avenue, Room 2942
Seattle, WA 98174



Make checks or purchase orders payable to: Seattle Federal Executive Board
SFEB requests that agencies pre-pay if possible, as provided by 5 U.S.C. Chapter 41.

Name: _____ E-mail: _____

Name: _____ E-mail: _____

Name: _____ E-mail: _____

Organization: _____

Street Address: _____ City: _____ State: _____ Zip: _____

Phone Number: _____ Fax Number: _____

Credit Card information

Credit Card #: _____

Expiration date: ____ / ____ Security Code: ____ (3 or 4 numbers to right of signature on card)

Name on Card: _____ Email address for this person: _____